

## **CITY OF BURBANK**

### **NETWORK SUPPORT ANALYST III**

#### **DEFINITION**

Under direction, provides comprehensive and complex technical support in one or more areas of networking including design, disaster recovery and capacity planning, network security, complex server and network configuration and administration, and performs related work as required.

#### **ESSENTIAL FUNCTIONS**

Develops and recommends procedures for network management and resource allocation; analyzes network resource utilization and implements short-term solutions to correct problems; installs and tunes network software; identifies and recommends appropriate changes to network infrastructure to improve performance, reliability, or availability; defines, tests, and coordinates automated software distribution; establishes network backup and restore operations, and reviews the work of others. Resolves complex network problems; performs high level network support functions including advanced network analysis, Internet Protocol (IP) administration, network documentation and Virtual Private Network (VPN) administration; ensures network security; tracks network assets; supervises staff and leads network support teams; functions as E-mail administrator; designs network infrastructure, researches and evaluates new technology; supervises subordinates; drives on City business.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards**

- Knowledge of - computer networking principles and concepts including network analysis; the common elements of networking including protocols, addressing, file servers, host machine, network client/node, cable plant, and topologies.
- Ability to - support network functions such as e-mail, file and print services, routers, firewalls, fax and modem services, host access, client/server software and Internet; perform assigned tasks quickly and accurately; follow oral and written directions; use telephone; write or use a keyboard to communicate through written means; establish and maintain effective working relationships with supervisor, fellow employees, and the public.
- Skill in - installing, configuring, troubleshooting, repairing, maintaining, upgrading, monitoring, and evaluating network performance.

**Education/Training:** Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to three years experience in installing, configuring, troubleshooting, repairing, maintaining, upgrading, monitoring and evaluating network performance or one year experience as Network Support Analyst II and college work in networking from an accredited college or university.

**Special Conditions & Requirements:** The physical ability to lift computer equipment up to 40 pounds, physically perform sedentary to medium work involving moving from one area to another, sufficient hand/eye coordination to perform repetitive movements such as typing and extensive exposure to video display terminals/computers. To intermittently twist to reach equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; see and hear with sufficient acuity to successfully perform all aspects of the job; differentiate various colors of wires and diagrams; bend, kneel, squat and twist to adjust equipment; stand, walk, bend, stoop, twist, kneel and lift.

**License & Certificates:** A valid California Class "C" driver's license or equivalent at time of appointment; a current industry recognized networking certification (to be determined at the time of recruitment) may be required at the time of appointment.

#### **SUPPLEMENTAL INFORMATION**

None.